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LVHN Weekly-Pocono

Lehigh Valley Health Network

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Changes to Hospice Services

This message is from Elizabeth Wise, President of LVH-Pocono.

Recently, LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, shared that we are strengthening LVHN for the future. It is our responsibility to care for our community at a lower cost while providing high quality care.

Today, we are taking another step to fulfill this responsibility. We are changing the service provided by our Hospice House of Monroe County based on community needs. Due to fluctuations in utilization, we must adjust our operations to make the service more effective and efficient.

We will continue to meet the needs of our hospice patients. This involves moving the service from its current location on East Brown Street in East Stroudsburg to LVH-Pocono effective April 1.

Staff will have the opportunity to transition to positions within home hospice and home care, and on other inpatient units at LVH-Pocono. We will continue to focus our resources to best serve the greatest needs of our community and propel LVHN forward for the future.

Participate in New Health and Wellness Challenges

Sometimes you need a little boost to get going in a new direction.

LVHN is giving colleagues four more reasons to engage in health improvements with a series of health challenges designed for motivation and enjoyment. The challenges are part of My Total Health, LVHN's comprehensive program that provides a wide selection of resources for emotional and physical health, as well as social and financial well-being.

myTotal Health

CHALLENGES MAKE HEALTHY ACTIVITY EASIER

The purpose of the challenges is to encourage healthier lifestyle behaviors. They create a supportive, positive climate of fun to help you adopt or maintain a healthy way of living. LVHN's new health challenges cover three areas on which many colleagues want to focus:

1. Relaxation and work/life balance
2. Physical activity
3. Weight management

ACCEPT A PERSONAL CHALLENGE

You are invited to participate in four challenges taking place now through December. Here's the schedule.

Challenge	Description	Challenge Start	Challenge End
Relax and Revive	Renew your outlook with a few moments of downtime.	March 26	April 22
Step it Up	Increase physical activity and improve your well-being.	May 14	July 15
Lose for Health	Lose a little weight to make a difference in your health.	Aug. 20	Oct. 14
Maintain Don't Gain	Prevent weight gain while enjoying the holidays.	Nov. 14	Dec. 26

You can enroll in the Relax and Revive challenge beginning March 19. During this challenge, you'll aim to clear your mind and renew your body for at least 15 minutes a day. You'll enter the number of minutes you relax or practice a stress-control technique into a tracker. As you reach milestones, you'll review motivational messages and discover more ways to relax.

To enroll in this challenge and to learn about the other challenges, visit the My Total Health portal at MyTotalHealth.lvhn.com.

Colon-rectal Cancer Awareness

An inflatable colon was on display on March 14 in the Hughes Cancer Center to raise colon-rectal cancer awareness. Colleague and patients enjoyed walking through the inflatable colon which visually presented polyps and malignant cancer growth versus normal tissue.



Earn CME Credits at Thrive Courses

Are you an LVPG provider in the Poconos? Are you looking to reduce time completing notes, become faster at placing orders and complete your in-basket tasks with greater proficiency? Are you interested in earning daytime CME credits as you cultivate advanced skills in the Epic system? If you answered yes to these questions, the Thrive program is for you.

The Thrive program is a provider/instructor-led course designed to enhance provider Epic efficiency and utilization of Epic tools (i.e. Smart Sets, Quick Actions). Course topics include:

- ▶ Schedule, chart review and in-basket management
- ▶ Faster order placements and maximizing encounter
- ▶ Visits options for note and documentation customization

The following classes are capped to ensure one-on-one provider support, so make sure to register early.

UPCOMING CLASSES AND DATES

Thrive: EpicCare Ambulatory, Chart Reviews/Schedule/InBasket

March 23, 7–9 a.m.

Brodhead Room

Thrive: EpicCare Ambulatory, Notes

March 29, 5:30–7:30 p.m.

Brodhead Room

To register for one of the classes, visit go.activecalendar.com/lvhn-doe/site/internal.

Then, search Keyword "Thrive" and Location "LVH-Pocono."

For registration questions or technical issues, call **610-402-8303**.

POSITIVE PATIENT TESTIMONIAL

"I had a very good experience in the hospital. Nurse was very attentive, so were the doctors. Room was clean, and the food was good."

Lynn's Turn: The Support You Deserve

"LVHN provides an exceptional colleague experience from hire to retire." This is the mission of our human resources (HR) and organizational effectiveness (OE) teams. Every day, these colleagues come to work energized to make LVHN the best place to work and grow in the region. This has also been my top priority since I joined LVHN a little more than one year ago. I cannot think of a better place to be and I am fully committed to creating a great work environment for you.

One thing that makes LVHN a great place to work is the support you receive from our HR and OE teams. The work they're doing right now exemplifies their commitment to you. For example:

- ▶ The Colleague Resource Center recently launched in the Lehigh Valley (and will be live at all LVHN locations later this year). It's an online tool you can visit to find all the HR-related information you need in one location. You also can use it to submit a question and get a response from HR.
- ▶ Free professional development classes provided by OE colleagues are designed to help you grow and thrive as an individual, and make LVHN even stronger.

▶ The Colleague Engagement Survey will take place April 9-23. It's your opportunity to share your thoughts about working at LVHN and your ideas to make it even better. Our leaders, supported by our HR and OE teams, will listen to you. Based on your survey answers, we'll take action and make LVHN an even better place to work. I'm looking forward to hearing from each of you.

▶ We continue to revise current policies and create new ones to ensure all colleagues receive the support they need to flourish.

You deserve support because you are what makes LVHN unique. You are LVHN, and our success starts with you. When you have a great work experience, you're at your best to give our patients and their loved ones an outstanding care experience. You deserve the support of a great team. My colleagues and I vow to give it to you.

If you have an idea about how we can provide even more support to colleagues or create an even better work experience, I'd love to hear from you. Just [email me](#). I look forward to learning about your ideas. Thank you for all you do and for making a difference every day.



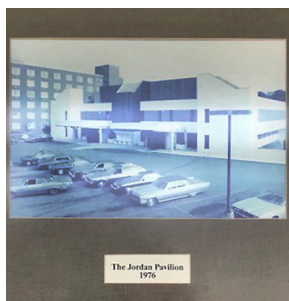
About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. My mission is to make LVHN an even better place to work, where colleagues feel valued and have the tools to live their best life possible. In this blog, I plan to cover the issues most important to you. I hope you will feel comfortable asking questions and sharing your concerns. In return, I'll share information about our policies and how LVHN is working to support you.

Where is it at LVH-Pocono?



▶ **The answer** will be given in the next issue of LVHN Weekly-Pocono. Happy guessing!

▼ **Last week's answer**



The Jordan Pavilion
1976

Get Free Bethlehem Steel Tickets

Bethlehem Steel FC, the Lehigh Valley's professional soccer team, invites LVHN colleagues to attend the first two home games for free.



How to get two free tickets

- ▶ Choose the game you want to attend, March 18 or 31.
- ▶ Send an email to info@bethlehemsteel.fc.com to reserve a ticket for you and a guest. Your tickets will be available at will call on the day of the game.

Can't make it to the March games?

Show your LVHN ID badge at any home game and purchase tickets for \$5 (regularly \$12 at the gate). You also can purchase season tickets for only \$85 (regularly \$170) and see three Philadelphia Union games for free too.

Learn more about the team at bethlehemsteel.fc.com.



Colleagues from LVH–Muhlenberg's intensive care unit, perinatal evaluation, labor and delivery, emergency medicine and respiratory departments, and LVPG Obstetrics and Gynecology

Service Star of the Month – March 2018

Bringing a child into the world is one of the most beautiful acts of service in which health care professionals have the privilege of participating. Yet as life comes into the world, it also can quickly escape. Such was nearly the case at LVH–Muhlenberg's Family Birth and Newborn Center until colleagues from six departments pulled together to save a new mother facing life-threatening problems.

The patient suffered three critical complications in rapid succession, requiring the staff to think quickly and act even quicker. Led by obstetrician/gynecologist Lisa Dapuzzo-Argirou, MD, colleagues from labor and delivery worked hard to stabilize the patient who was experiencing post-partum hemorrhaging following an emergency C-section. She was transferred to the intensive care unit (ICU), where the staff worked closely with Dapuzzo-Argirou and OB resident Melissa Dion, MD, to stabilize the patient's blood pressure.

As nurses administered medication and provided compassionate care, the physicians never left their side. Once the patient was stabilized, colleagues noticed she had become restless. They grew concerned that something else may be wrong. Their instincts were correct.

They asked the patient a series of "yes or no" questions that led them to diagnose the patient was suffering a neurological issue. Her CAT scan revealed bleeding in her brain, and she was told she would be transferred by MedEvac to the neuroscience ICU at LVH–Cedar Crest.

As the patient began to weep, colleagues quickly made arrangements to bring her newborn baby to the ICU. When mom and baby finally met for the first time, there was not a dry eye in the room. As mother and child bonded, colleagues took photos of the meeting (having received the patient's permission) and sent them to the father, who was already on his way to LVH–Cedar Crest.

"What happened that night was nothing short of a miracle," says nominator Eva Fox, RN. "Without the teamwork that was demonstrated that night, the patient's bleed could have progressed into an insurmountable level." It's proof that it takes teamwork to save a life.

CONGRATULATE THESE PRIDE AWARD RECIPIENTS.

The PRIDE Award is part of our expanded Service Star Award program.

Michelle Massi, RN, LVHN–Mack Boulevard

After completing her 12-hour shift, a hospice patient in crisis needed extra care. Massi helped serve the patient in her home, making it a 16-hour day.

Michelle Loux, LVH–Cedar Crest

Loux graciously assisted a hospice patient and her mother with a scheduling issue that left the patient in tears. She went above and beyond to correct the issue, patiently checking Epic to correct the issue and ensure the patient was seen.

Amy Kerstetter Staub, Matthew Coffman, Caroline Robert de Massy and Miriam Santos, LVH–Muhlenberg

When a man in the parking lot went into cardiac arrest, Kerstetter-Staub and Coffman ran from the third floor to perform CPR. Meanwhile, Robert de Massy and Santos consoled the patient's family and gave the EMTs information upon arrival.

Lisa Lindaur, MD, LVPG

After accepting a critically ill patient into the ICU, the patient coded, and a hospital-wide alert was activated. Along with actively resuscitating the patient, Lindaur continued to take additional ICU requests and accept patients.